

## **Minutes of the June 16, 2006 meeting of the Southeast Regional Council**

Attending: Steve Burge, Lynn Purdon, Tim Gwyther, Ann Mackewitz, Deb Dull, Judy Chambley Tami Huntington, Susan Etzel, Harold Lyman, Delena Fish, Shelly Ivie, Kelly Thornton, Richard Root, Jeri Hamilton, Stephen Jensen, Dan Gerald, Ira Hatch, Lynn Purdin, Kim Montoya

Kim Montoya was welcomed as a new member of the council. She will represent Castlevew Hospital.

The minutes of the last meeting were reviewed and approved.

There are several voting members who could not attend the council meeting. The following have been designated proxies by the absent member to vote in their absence.

Stephen Jensen will vote for Norm Johnson  
Susan Etzel will vote for Pam Julianio  
Ira Hatch will vote for Mike McCandless  
Tami Huntington will vote for Nancy Bentley  
Dan Gerald will vote for Carol Rogers

On April 25, 2006, the State Council meeting was held. At the State Council, Tani Downing, Director of DWS, shared information which is relevant to our councils. Tani would of liked to be in attendance to this meeting, but due to a conflict she was not able to do so. Mike Richardson will present this information today on the strategic planning for our agency. The information contains information on the consolidations that have been made in child care policy, electronic job order cards, print shop, etc.

Prior to this meeting, Mike reviewed the minutes from the last meeting. He recalled the section where Representative King talked about the legislative results. Representative King mentioned we didn't do well with additional funding for medical, and dental programs, but we did do well in the in other areas. Additional funding was obtained for EREP, food stamps, child care and general assistance. On the federal level we took some cuts because of the Deficit Reduction Act. A significant reduction of \$800,000 was also taken in Wagner Peyser. Another signification reduction for the State was in the WIA Youth program, where we took a \$600,000 decrease. Because of these changes, it is causing us to re-think the way we are doing business.

To get ready for the next three years, the executive team held a strategic planning session. They first reviewed their key business plans. The directors made their recommendations and then the State Council reviewed the information. The information will then go to the Governor's office and thru the budget cycle.

The focus of this review will be to create efficiencies within the three areas of the business plans. The key business processes are: Eligibility services, Unemployment insurance, Employment services and Business and On-line services. Tani keeps up-to-date report on the efficiencies within DWS. The efficiencies in consolidating division directors and administrative services has saved a significant amount of money. Customer services and partnerships are the areas that we have a concern with. The legislative is getting more concerned about outcomes so we are watching them very carefully.

With the area of Eligibility Services, there are some concerns over the cost of processing a case. We have had a lot of discussions in this area. We plan to use technology to reduce the costs. Forty percent of our unemployment applications are on line. Sixty percent of our customers can receive their services thru the telephone. EREP will also be on line in 18 months. We anticipate that we will shift some of the workload to areas throughout the State. Employees in the rural areas will be able to telecommute from home and handle a caseload for an urban area. By making these changes it maintains jobs in rural Utah. Staff will be moved around a bit, but we anticipate not having reduction in forces.

We just recently reviewed our staffing model. This has not been reviewed since July 2001. We knew that Eastern Region had declining caseloads, and that we would have to give up staff. When the model was reviewed, they ran three different models. The areas they reviewed were business and employer services, eligibility and employment counseling. We used this model that took our share of the work load, and another on eligibility/employment counseling and another on eligibility. At the end of the day we were overstaffed 28 positions in our region. The group decided that we would lose 14 fte's in our region. However, we were able to offer telecommuting positions to the individuals, so they will remain in our region, but they will be working for Central. In Central Region, they have found that the employees that are telecommuting are able to increase their workload. Their work is more efficient when they are working from home.

The Governor in Florida wanted to either privatize the food stamp program or they wanted the program to be ran more efficiently. In response to his request, the State developed partnerships throughout the State. They created technology which would help with the partnerships. They reduced their staff by over half. Their cost by transaction is going down and we need to be doing the same kind of effort. One of the questions that we have is "What will happen to the beautiful facilities we presently occupy? Especially when people to start to their homes to telecommute. They believe the facilities will remain.

In the area of Business and On-line services, Monster.com has taken a lot of the market. Employers want to use our technology to do job orders. We are making some simplifications on our processes, which will make it easier for our employers to go on line. One of the technologies that they are doing is flat filing. This is done with an employer has a great volume of job openings. Instead of expecting them to enter each individual job opening, they can import the information on all of their openings. It is a

faster process for employers. We can also go out and get job orders and 'scrape' them into our data base so that we have those job openings available each night. Our job seekers see a lot more openings than they have in the past. We just passed our 1,000,000th self referral in a three year period of time.

If customers cannot use computers or do not have computers at home are we keeping this in mind as we make these changes. We will have ways to accommodate our customers. Our bottom line is that we are maximizing resources, partnerships, and technology. It is also important for us that we maintain customer service and program outcomes. We will also want to continue to support the quality of work life for employees in this changing environment.

Delynn suggested that it was important that we keep the public notified that we are keeping jobs in the rural Utah. It is important that the public know that this is happening.

Deb thanked Mike for making this presentation, and Judy for fighting to keep the jobs in the region.

Energy Systems Development Task Force. The committee met and made a major decision, which we would like to recommend to this council. The WETC would go forward with the recommendation to implement the work keys curriculum. They would partner with education, economic development, and DWS. The motion was made and seconded.

Youth Council. The Governor launched a Youths Job Initiative. They wanted to find 1000 jobs for the youth in our state. They want to get a partnership with employers in our region.

Tami Huntington presented the new performance measures that are coming out in the youth program.

Tim Gwyther presented information on the youth entrepreneurship for our youth. Each member will talk to their school district to see what is happening in their area. Judy also asked that we talk to the small business to see if they are doing this in their schools. Delynn mentioned that Ethan Migliori was doing this in the local high schools. Steve also reported that they know adult entrepreneurial classes are held in the San Juan area, but he is not sure if they have created the program for youth. He will talk to them and get the report back to Bob by the end of the month.

How do we access the quality of the programs? Steve Burge mentioned that kids are just learning the information out of the textbook. It seems that the teacher is teaching the class but they have never ran a business. A business needs to be created so that the kids call learn all the aspects of entrepreneurship. Delynn has looked at the program that Ethan provides. They offered \$500.00 for the best plan, however Ethan didn't take him up on the offer. Ann suggested was that they should create a partnership and mentor the students. Ann was asked to work with Delynn in the area of entrepreneurship.

Regional Council Annual Plan. The Southeastern Regional Plan was reviewed. Bob Gilbert was commended for the work that he has done on the plan. Judy was also commended, and she commended the work of the managers. Without them and their employees the work would not be done.

We reviewed the occupation total openings in our region. Kim Montoya also mentioned that the highly skilled jobs are hard to fill. There is a shortage in the number of qualified people that can be hired. Steve did a quick run down on the information and concluded that there are 935 positions that could be filled in the area of energy and construction.

Jeri is also finding that there is a lack of the supply in the market. She has posted positions and has not had people apply for them. We also need to have qualified people in the positions such as nursing, truck drivers, etc. We want to make sure that we look and ask for people that are competent and have been trained!

State Policy standards will also be incorporated in the regional workforce service design.

The budget section of this report was also updated. Our Administrative budget will be \$6,668,523. Employee Support will be \$754,495.00.

Steve Burge had to leave the meeting. Before his departure, he wanted to remind the committee that we need to use leverage with our legislative representatives, senators, etc. Because of the energy demand in Eastern Utah, we are creating a large surplus for the State of Utah. The money should be coming back to our local areas so it can support our community infrastructure.

Delyn also mentioned that we should start to recruit out-of-state for employees. This is a focus that we need to start having. There are out-of-state employers in the energy field that are starting to recruit in the State of Utah. Thus if they hire our residents, it decreases the candidates that we can select from.

The regional council has been diligently working with the targeted industries. We have seen the results of this with the WETC.

The region has also seen an increase in apprenticeships training. The goal for the region was to increase this by two in each county for the program year. We have met this goal for the year. The Department of Labor recently sent out a representative to promote apprenticeships.

A motion was made and seconded to accept the strategic plan for the regional council.

Regional Director Report. Under the performance measures it shows the regional perspective as to how the financial caseloads are going. Currently the trendlines for

financial cases has decreased. The federal participation goal is that 50% of our individuals will be participating. We are doing a great job at meeting this goal.

Judy referred to a flowchart that shows the eligibility modernization. Shelly would be willing to make a presentation at a later time on the eligibility modernization.

Ann requested again that the child care cases also be included in the report. Bob Gilbert made a note of it so that it will be included on the future reports.

Websites. Kelly presented information on two websites that the council members may be interested in. They are: [www.careers.utah.gov](http://www.careers.utah.gov) and [www.utahcares.gov](http://www.utahcares.gov)

[www.careers.utah.gov](http://www.careers.utah.gov) - This is a website that shows a partnership for education, vocational rehab, Workforce Services, and it will also show you the jobs that are available. You can explore education and training that are available in the State of Utah. Options include: college/universities/private schools. It will also show you the technical programs.

“Skills In Demand” will take you to “Utah Choices Planner” which will test your skill levels, interest, attributes. It gives you information on the education, pay, etc.

The “To find a job” button will take you in the Job information that is available in the State of Utah. Areas such as job trends, employers, job openings, skills that Utah Employees are looking for are also shown. There is also information on internships, job shadows, apprenticeships, starting or growing a business, etc.

Ann asked if the child care information could be added to this. Kelly said that she could pull up the website and put it in as a recommendation right from the website.

[www.utahcares.gov](http://www.utahcares.gov) - This website will provide you with information from the local areas. It will also provide statewide resources. You can also search by provider if you know the name of a specific provider. Providers such as healthcare facilities, mental health agencies, etc. are included with this information. If your organization would like to be listed, there is a place in the website that allows you to submit information. There is also an application for you to apply on line for food stamps, child care etc.

A question was asked: how many of the people have internet access to obtain the information that is on the websites? If a customer doesn't have internet access, they can access computers at local libraries and DWS offices. If they don't have internet access, they can also access the information by calling 211 on their telephone.

**Next Meeting.** The next meeting will be held in September 28, 2006 at the Western Energy Training Center.

